

August 5, 2012

Postal Regulatory Commission

901 New York Ave NW

Suite 200

Washington DC20268

Reference: PRC Docket #MC2012-29

Dear Commissioners,

I am the franchisee /owner of 2 The UPS Stores in Jacksonville and Orange Park Florida, I have been a franchisee since 2006 in a down economy and it has been a lot of work on the behalf of myself my family and the amazing people that we have employed over the years. The purpose of my letter today is to ask you to disallow the U.S.P.S. not to go forward with their enhanced service on their Post Office Mailbox customers.

The enhanced program will allow them to accept packages from a third party carriers like UPS, DHL, FedEx and other non USPS carriers. E-mail and text customers when packages arrive, to use a real street address not a PO Box number but to use the # sign for their address. These new enhancements create a unequal competition for small businesses across the country. As a franchisee this puts us at risk of lost revenue we could potentially have to cut jobs or even worse lose our homes because they are secured business loans.

We recently participated in a Postal Pilot that was successful in both locations we have increased sales in USPS offerings and more footsteps are coming to us because of this partnership with the Post Office. We are a Commercial Mail Receiving Agent (CMRA) and our business is regulated and inspected by the USPS. This means we cannot re-mail after termination of the mailbox without paying for new postage and we cannot do a change of address when a mailbox is closed and we are required to hold the mail for 6months. We also have to submit our client list to the USPS on a quarterly basis.

The USPS has not submitted the appropriate filing noted in PRC order no>1366 for the enhanced services. They have failed to follow the rules on rolling out these new services and we deem them unfair in the spirit of healthy competition We look forward to a long lasting partnership with the United States Post Office so that we all can be successful in the future.

Thank-You for your consideration all we want as franchisees is fair competition in the marketplace where all of us can survive and have a healthy relationship with the USPS.

Michelle Ketchum

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